

2003 COMMISSIONER'S AWARD FOR EXCELLENCE



Cindy C. Burnette

Customer Service

Fiscal Assistant
Timberlake Area Headquarters
Appomattox Residency
Lynchburg District

First impressions do make a difference, and Cindy Burnette works hard to make that first impression a positive one. The Timberlake Area Headquarters has a high-volume customer base because of the rapid business and residential growth in the area. It is a busy place; nevertheless, both internal and external customers have complimented Cindy for her willingness to listen and provide feedback and assistance.

Detail oriented, Cindy utilizes her knowledge as a former crewmember to streamline and continuously improve processes, as well as to address customer concerns correctly and in an expedient manner. She is committed to continuous improvement of her work and office, one example being her development of a record-keeping system, which has been recognized by district and Central Office managers.

Cindy sets goals and follows through on them. Her work ethic and pride permeate all that she does. She is a valued mentor for other employees, and her positive example influences new and long-term employees to commit to high levels of customer service.

Nominated by: Michael R. Grishaw

